

RANCANG BANGUN PEMESANAN JADWAL KURSUS MENGENAL BERBASIS WEB DI LEMBAGA KURSUS STIR MOBIL RIO

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ABSTRAK

Rio Driving School menerima jasa kursus mengemudi dari customer yang ingin kursus mengemudi melalui telepon atau datang langsung ke Rio Driving School. Tingkat kursus mengemudi yang cukup tinggi menyebabkan banyaknya permintaan dari customer dan mengakibatkan meningkatnya proses pelayanan kursus mengemudi yang membuat Rio Driving School harus mampu menyediakan layanan informasi mengenai kursus mengemudi yang ingin dipesan oleh customer atau pemesanan tanpa melalui telepon ataupun datang langsung ke Rio Driving School. Metode pengembangan sistem menggunakan waterfall dengan tahapan perencanaan sistem, analisis sistem, perancangan sistem, coding menggunakan PHP dan MySQL, pengujian sistem menggunakan black-box testing dan implementasi sistem. Tujuan penelitian ini adalah membangun aplikasi pemesanan kursus mengemudi dengan Customer Relationship Management pada Rio Driving School yang dapat menyediakan informasi dan pemesanan kursus mengemudi secara cepat sehingga customer dapat mengetahui ketersediaan jadwal kursus stir mobil, melakukan pemesanan kursus mengemudi kapan saja dan dimana saja dan dapat menampung kritik atau saran yang diberikan oleh customer kepada Rio Driving School secara online.

Kata Kunci : Customer Relationship Management, Kursus Stir Mobil, PHP, MySQL

ENGINEERING OF DRIVING COURSE SCHEDULE BASED ON WEB IN RIO DRIVING SCHOOL

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ABSTRACT

The RIO car driving course institute accepts a driving course from customers who want a driving course by phone or come directly to the RIO car driving course institute. A high level of driving courses leads to high demand from customers and leads to an enhanced driving service course that makes RIO car steering institutes must be able to provide information about driving courses that customers want to order or bookings without over the phone or directly to a driving course institute RIO car. System development method using waterfall with stages of system planning, system analysis, system design, coding using PHP and MySQL, system testing using black-box testing and system implementation. The purpose of this research is to build the application of driving course driving with Customer Relationship Management at RIO car driving course institute which can provide information and booking of driving course quickly so that customer can know the availability of steering wheel course schedule, ordering driving course anytime and anywhere and can Accommodate the criticism or suggestions given by the customer to the RIO car driving course institute online

Keyword : Customer Relationship Management, Driving Course, PHP, MySQL